



# Worksheet: Quality Assurance

In our work to date, there has been strong consensus that the most important metrics to measure to ensure that NWD delivers **quality** and **consistent** service are related to customer service and satisfaction. Below are some questions to gather input about what metrics are most important and how they might be gathered.

## Possible Metrics

- Number of consumers who participate in person-centered counseling within a given time frame
- The percentage of database and website resources that are updated at least annually
- The percentage of consumers who are satisfied on the utility of information from the website
- The percentage of eligible consumers who report choosing and obtaining specific services
- The percentage of consumers who report that they would recommend the NWD system

**Which metrics does your group think are most important and why (you can select from the examples above, create your own, or do a combination)?**

Most Important Metrics	Why? What Does that Metric Tell Us?



For each of your group’s most important metrics, please make note of any thoughts and ideas you have regarding the questions below.

Most Important Metrics	How could that be measured?	How often should this data be gathered?	Is this data being gathered anywhere already?

